

## South Shore Chamber, Inc. Program Manager Job Description

The South Shore Chamber Economic Development, Inc. is seeking an individual for the position of Program Manager for SSA #42-71<sup>st</sup> St/Stony Island. The Program Manager (PM) will work in conjunction with the businesses, police department, residents, and vendors to make the commercial corridors a desirable and safe destination. Program Manager reports directly to the Executive Director. The boundaries of the SSA#42 are as follows: 71<sup>st</sup> Street from Kimbark to South Shore Drive, Stony Island from 67<sup>th</sup> to 79<sup>th</sup> Street on the West side and from 67<sup>th</sup> to 73<sup>rd</sup> on the East side.

### Administration

- Responsible for all SSA #42 day-to-day operations including:
- Maintaining verbal and written communication with Executive Director
- Maintaining property owner/taxpayer database that includes name of businesses, location, contact person, telephone number, fax and e-mail. Quarterly updates are to be provided, identifying changes.
- Working with the dedicated telecommunications liaison to ensure electronic communications are disseminated on a regular basis (e-mail, website, text messages, e-blast);
- Weekly person-to-person contact with a minimum of 5 property/business owners. A monthly report will be due with contact person's name, address, telephone number, e-mail and discussion issues are to be noted.
- Cross check all documents for editing to ensure proper sentence structure, spelling and content is correct.
- Executive Director must review and sign all documents before going out.
- Monitors SSA Commission Bylaws, Operational Guidelines, Fiscal policies and makes recommendations to Executive Director and Commission of any needed amendments. Prepares a draft document for review and discussion at next commission meeting.
- Updates/prepares SSA Commissioner recruitment material, obtains letters of support from elected officials, submit all documentation to DPD for approval;
- Recommends technology needs to Executive Director and Commissioners.
- Completes annual SSA checklist by due dates outlined by DPD;;
- Attends city council meetings monthly to obtain information on changes in licensing, zoning and policies. Updates Executive director and commissioners on proposed changes.
- Attends recommended training sessions to improve and enhance services for SSA #42 and provides updates through written report.
- Coordinates, prepares and attends meetings, forums, exhibits instructed by Executive Director or Chairman of the Commission.
- Plans, coordinates, completes agenda, presentations and all necessary documentation for monthly SSA Meetings. Ensure meeting dates have been communicated and posted properly for the public
- 

### Fiscal Management

- Under direction from the Executive Director and in collaboration with the SSCI accountant, drafts, manages and monitors the SSA budget, including:
- Preparing annual budget for Commissioners/City approval;

- Forecasting disbursement schedule and planning expenditures;
- Meeting with the Executive Director and Accountant for bi-monthly review and approval of reconciliation of expenditures, which are to be signed and presented at each commission meeting;
- Invoices for payment are to be provided on the 10<sup>th</sup> and 25<sup>th</sup> of each month (with appropriate documentation) for payment on the 15<sup>th</sup> and 30<sup>th</sup> of each month;
- Before invoice is submitted for signature, budget should be reviewed to ensure line item has not been overspent. If the requested project is over the budgeted amount, adjustments must be made with approval and vote from the commissioners;
- Monitors and assists with invoices for SSA# 42 funds. Project Manager signatures is to be provided on all invoices and expenditure requests.
- Meets monthly with SSA#42 Treasurer to review reconciliations, ensure compliance and approval of all accounting documentation;  
Works with accountant and auditor to provide all documentation necessary to complete audit.

### Vendor Management

- Prepares requests for proposals (RFP's), reviews submissions, and makes recommendations to the Executive Director and Commission on vendor selection. Ensure all necessary documentation has been submitted with each proposal; Executive Director is to review prior to submission to Commission for approval. A spread sheet of all respondents by category is to be prepared and submitted for review and approval by commissioners.
- Serves as main contact for all vendor issues including performance, payment, etc.
- Develops an annual survey for property/business owners to give feedback on vendor performance; SSA program and service provider.
- Prepares comparison spreadsheet for review and selection of the to help with the selection process.
- Surveys of vendor services will be taken by Program Manager quarterly with documentation provided to the Commissioners on the 30<sup>th</sup> day of each quarter with recommendations for improvement on vendor performance.
- Design and implement quarterly performance appraisals for all vendors/contractors.

### Maintenance & Beautification

- Develops a maintenance and beautification plan in conjunction with vendors to ensure corridors are well maintained, weeds removed, litter removed, annual flower installations, holiday banners and decorations, etc.
- Refines contract with vendors to perform maintenance and beautification services per the proposed scope of services.
- Develops an Accountability "checklist" to promote a highly efficient and effective maintenance/beautification program.
- Obtains monthly report from vendors with names of staff assigned, hours worked, locations assigned and dates implemented with invoice for payment. A quarterly narrative is

provided of issues and recommendations for improvement. A monthly listing of new hires for service area is to be provided.

### Security

- Develops seasonal security programs in conjunction with Executive Director and SSA Commissioners as needed;
- Researches/implements initiatives such as digital surveillance equipment and security projects that will enhance the safety of the residents and businesses along the corridors;
- Initiates "Roll Call" process with security team; Works closely with security firm to implement security plans and identify troubled businesses;
- Obtains bi-monthly report with names of staff assigned, hours worked, locations assigned and dates implemented with invoice for payment. A quarterly narrative is provided with issues and recommendations for improvement.

### Business Retention & Attraction

- Assists the Executive Director and Commissioners in the identification of key programs to ensure retention of SSA businesses and the attraction of businesses that contribute to the vitality of the commercial district. Tasks may include engaging a real estate analyst to perform a market study.
- Identify and document vacancies within the SSA#42 footprints to help the chamber and city collaborations fill those vacancies for the improvement of the community.
- In collaboration with Service Provider works with City of Chicago's Business Affairs and Consumer Protection department in identifying and filling store vacancies within South Shore. May require hiring commercial real estate brokers to advertise, post and fill vacancies
- In collaboration with Service Provider coordinates/compliments, rather than duplicates, Service Provider Agency economic development efforts.
- Ensures that all trash cans, bicycle racks, signage, SBIF, TIF and rebate programs are implemented.

### Promotions/Advertising/Media Relations

- Develops and coordinates advertising/promotions for the SSA, in conjunction with Service Provider Agency, including an implementation strategy, operations budget, media relations and marketing plan;
- Submit in writing any proposed program with budget; No commitments are final without written approval from the Executive Director and SSA Commissioners;

### Strategic Planning for Area

- In collaboration with Service Provider/ Executive Director/ Initiates strategic planning process.
- Works in coordination with the Executive Director, commissioners and board members to implement the work plan outlined in the strategic planning process with a report process for the commissioners based on input and ideas they provide.
- In cooperation with Service Provider to craft industry trends and best practices report.

### Urban Design/ Façade Improvements

- Develops and implements a Façade Improvement Program for SSA properties, which may include: program marketing brochure; creating an application and application process; creating design guidelines; and developing a vendor recommendation list.
- Ensuring that the board ups are removed or enhanced by using creative urban designs through pop up art and or galleries.
- Encourage and document that efforts are made to upgrade the façade of the transit stations that service South Shore.

### Enhanced Public Space Regulation

- Creates a mechanism for the SSA to be a local “watchdog” for commercial-related code compliance (i.e. conducts field checks for use of sandwich board signs, loitering, etc.).
- Participates in programs that will ensure changes to infrastructure through collaboration and approval with Service Provider, elected officials, BACP and commissioners.
- Serves as an advocate and conduit between City and SSA’s property/business owners on projects such as streetscape or public works projects. Attend meetings discussing streetscape and infrastructure projects.

### Public Art

- Assist with the development and implementation of a public art program, including: maintenance and preservation of existing public art; identification of appropriate public art process (community input, single artist, etc.);
- Identification of appropriate public art locations; and leveraging SSA #42 funds to garner additional financial support. In collaboration with Service Provider, community residents and various funding sources,
- Submit a report and timeline on proposed project and implementation process no later than two weeks after the close of each program

### Community Relations

- Represents SSA# 42 and The South Shore Chamber Economic Development Inc throughout the community and with governmental agencies.
- Reports relevant community information to SSA #42 Commission and Service Provider Agency.

### Reporting

- Provides listing of activities with invoicing process identifying, services rendered, businesses assisted time and materials and new initiatives.
- Project manager is to provide a clearly defined scope of work, estimated total of weekly/monthly work hours, names, addresses and accountability standards.
- Quarterly reporting requirements should include a forecasting summary of ideas and performance guidelines proposed with clearly defined timelines for review and approval by Service Provider and Commission.

### Qualifications

- Excellent communication skills including writing and public speaking;
- Excellent organizational skills such as archiving and accountability measures;
- Information systems knowledge: MS Word, Excel, QuickBooks, Power Point;
- Previous experience and knowledge of budget preparation utilizing excel;
- Candidate should possess 2-4 years of increasing work responsibility in public service or business management;
- Bachelor's degree preferred; Masters in Public Policy/Economic Development, and/or Urban Planning preferred;
- Automobile and valid driver's license required.

### Expectations

- Primary work hours are from 9:00 until 5:00p.m. /Lunch hours are between noon and 2:00 P.M. Anticipate working late nights and weekends to meet with community groups/attend community meetings.
- Schedule monthly meetings with the three Alderman that service our area.
- Required to attend local community activities, participate as a member of the community, and have the ability to work one on one with area businesses, commissioners, elected officials and Service Provider.
- SSA #42 office is located at 1750 E. 71<sup>st</sup> Street, Chicago, IL. 60649

Bachelor's degree required or equivalent work experience (5+years in field); Economic Development or related field desired. Residents are encouraged to apply.

Please send resume and cover letter to: [info@southshorechamberinc.org](mailto:info@southshorechamberinc.org) with subject line: SSA #42 Program Manager. Deadline to apply is January 4th, 2019. NO PHONE CALLS PLEASE.